

## Class Title: Family Services Associate

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Educates clients in utilizing available resources to meet their personal, social, health, and economic needs. Supports and assists client by providing in-home counseling, empowering parents to become self-sufficient, and assisting in the implementation of prescribed service plans. Collaborates with professionals to enhance service delivery.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Conducts in-home counseling by providing support and direction to clients dealing with difficulties, and analyzing and directing families' thinking along a strength based model of therapy.
2	L	Assists in the implementation of prescribed service plans by supporting and empowering families in accomplishing goals, establishing contacts, and providing information to families on how to access needed services and providing linkage to resources.
3	S	Ensures communication by maintaining written case documentation and directly advocates by communicating client data to case managers and the courts, schools, mental health medical professionals and landlords.
4	L	Directly educates and provides role model behaviors identifying the difference between discipline and abuse/neglect; behavior management of children and adults; household management; medical management of health issues to avoid neglect.
5	L	Participates in recreational and business activities with families to access and enhance education, socialization skills and family dynamics.
6	L	Assesses families' basic needs and requests budget expenditures to meet needs which enhance family functioning.
7	L	Performs other related duties by providing transportation to clients, performing clerical duties as required and assisting caseworkers.

CSC Adopted: October 2001, CSC Revised: May 2013**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	No experience required.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read manuals, training materials, reports, evaluations and resource materials.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports and letters.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, citizens and sales representatives.

CSC Adopted: October 2001, CSC Revised: May 2013**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	Medium X	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Visiting clinics
Sitting	F	Desk work, meeting with clients
Walking	F	To and from client sites and other buildings
Lifting	F	Supplies, equipment, children
Carrying	F	Files, books, supplies and children
Pushing/Pulling	F	Carts, strollers, wheelchairs
Reaching	F	For supplies, telephone
Handling	F	Files, paperwork
Fine Dexterity	F	Computer keyboard
Kneeling	R	On client's floors
Crouching	N	
Crawling	N	
Bending	R	Retrieving items from floor
Twisting	N	
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading, computer monitor, driving
Hearing	C	Communicating with clients and on telephone
Talking	F	Communicating with clients and on telephone
Foot Controls	F	Driving
Other (specify)	N	

CSC Adopted: October 2001, CSC Revised: May 2013**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Vehicle, computer, Standard Microsoft Windows and Office software, Oasis, VACIS, Adapt, Novell, Word Perfect, School Net, Support Enforcement, laser or inkjet printer, typewriter, cellular phone, pager, tape recorder, fax machine, telephone, camera, copy machine, projector, flip chart, video monitor, postage meter

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	M
Communicable Diseases	D	Darkness or Poor Lighting	W
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	X
Outdoors	--
Other (see 2 below)	X

(1)

(2) Client Sites

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)